

Information Technology Resource Management Council (ITRMC)

Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee February 21, 2002)

September 27, 2001

The Access Idaho Steering Committee monthly meeting was held on Thursday, September 27, 2001 from 1:30 to 2:35 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. Chuck Goodenough, Secretary of State
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, Access Idaho
Ms. Susan Simmons, Transportation Department
Mr. Rob Spofford, Department of Water Resources

Absent Members:

Mr. Mark Little, Division of Purchasing

Others Present:

Ms. Angela Babcock, Controller's Office
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Idaho Information Consortium

*Designate

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

MOTION TO APPROVE AUGUST 23, 2001 MINUTES

Chuck Goodenough moved and Scott Somerhalder seconded a motion to approve the August 23, 2001 Access Idaho Steering Committee Meeting Minutes, and the motion passed unanimously.

REPORT FROM ACCESS IDAHO

Scott Somerhalder, Access Idaho, reviewed the Access Idaho **General Manager's (GM) Report**.

- September marked the one-year **anniversary of Access Idaho's (AI) first revenue-generating application**. Since that time, the Portal had deployed eight additional e-commerce applications.
- The AI Creative Services Department finished its **second largest site redesign, Idaho State Police**, which went live in September. Members of the Department would be conducting fourteen training sessions with ISP.
 - The site took 4 ½ months to complete, and involved over 660 files.
- The Marketing Department worked on **promotional presentations**, including one to the Idaho Association of Counties.
 - Chairman Farnsworth, Jeff Walker (AI Marketing Director), and Somerhalder attended the Association's annual conference in Burley, Idaho. The goal of the session was to introduce county leaders to what AI was, its initiative, and to explain how Access Idaho could assist them in the development of e-commerce, Web site enhancement, etc. Questions asked of the three were related to on-line property tax, motor vehicle licensing, and electronic payments.
 - Before the conference, AI attended a lunch meeting with Boise County to discuss the building and hosting of a Web site for the county.
- The first beta version of the **Idaho State Tax Commission's portal** was released in September to state citizens, the Tax Commission, and other state networks. AI would meet with the Commission the week of October 1st to cover changes made. The site was due to go live the week of October 8th.
 - 40-EZ requirements would begin later in the month of October. This piece was to be released January 2002.
- The **grassroots marketing campaign** was continued as Jeff Walker presented to the Boise Sunrise Rotary Club. AI was invited to speak to the group after members had seen other presentations made by Walker.
- The portal worked with the **Attorney General's office** to publish a **national press release for the award the AG's Consumer Protection Unit received** from the Conference of Western Attorneys General. Federal Sources Inc., Washington Technology, and Government Technology picked up the story.
- AI's Development Staff received final changes to the **Department of Labor's Unemployment Insurance tax reporting and payment application**. The goal was to have the application up and running by October 15th in time for quarterly filing.

- The **Division of Building Safety** and Access Idaho finalized requirements for a **plumbing license renewal application** (the Service Level Agreement would be reviewed for approval later in the meeting). This application worked off the same database/parameters as the electrical license renewal application already built by AI, and would only take two-three weeks to build. The goal was to meet DBS' fourth quarter renewal period.
 - AI was also to meet with the Electrical Bureau to finish up some interactive forms that were part of the original SLA.
- The Portal and **Idaho Transportation Department (ITD)** finished gathering requirements for **three Interactive Drivers License (DLR) record searches**. The three-in-one project would consist of web applications for use by independent insurance agents, county governments, and citizens.
- **The Portal welcomed a new developer, Russell Kuhns**, on September 17th. Russell is a recent graduate of Oregon State University. His first project was to learn AI's internal code. He would then begin working on the calendar system. Once experienced in managing the calendar system, Russell would be dedicated to ITD.
 - It was hoped the agreement between AI and ITD would be signed on November 1st (and approved by the Committee at its next meeting). Somerhalder had met with Chris Atwood, ITD, to discuss priority lists of development. The first project would be 96-hour trip permits for truck drivers.
- The **Local Highway Technical Assistance Council (LHTAC)** launched its site in September. Training of its staff was scheduled for October.
- The Department of Labor and Idaho State Bar **template projects** were scheduled for completion in September.
- Upon the return of AI's Creative Services Director in December, **improvements in design and layout of accessidaho.org** would be explored.

REVIEW OF SERVICE LEVEL AGREEMENTS (SLA'S)

Addendum C: Division of Building Safety – Plumbing Bureau

Chairman Farnsworth advised this SLA was fairly straightforward. It was, in fact, identical to Addendum B to DBS' SLA (Electrical Bureau), with the exception of pricing information. There was discussion on how the fees were generated

MOTION TO APPROVE ADDENDUM C TO DBS SLA

Rob Spofford moved and Chuck Goodenough seconded a motion to adopt Addendum C to the Division of Building Safety SLA – Plumbing Bureau – and the motion passed unanimously.

Idaho State Tax Commission

Chairman Farnsworth advised this SLA had a different theory as others due to **transaction fees rather than convenience fees**. Other language was, however, standard. Some changes were made

to wording with regarding to collection and payment for clarity. The difference between a transaction fee and a convenience fee was discussed (a transaction fee was charged by Access Idaho to the agency, and was included in the statutory fee; a convenience fee was an add-on fee that was applied directly to the customer, and was in addition to the statutory fee).

MOTION TO APPROVE IDAHO STATE TAX COMMISSION SLA

Chuck Goodenough moved and Rob Spofford seconded a motion to approve the Idaho State Tax Commission SLA, and the motion passed unanimously.

DISCUSSIONS

There was discussion regarding questions asked /reports requested of Chairman Farnsworth by state auditors. He advised the auditors they could make inquiries directly to agencies or Access Idaho. There was more discussion regarding auditing procedures.

Chairman Farnsworth advised the subject of **on-line driver's license and vehicle registration renewals** had surfaced many times i.e. at ITRMC meetings. He was advised the two issues were listed on Access Idaho's priority list for the Idaho Transportation Department. **Susan Simmons**, ITD, advised the Department was moving toward this (a firewall was put up in August; a meeting was to take place with regard to a redundant firewall; and an encrypted tunnel to the Department of Administration and Access Idaho would be implemented). There discussion regarding firewalls and state IT security in general.

There was discussion regarding the possibility of Access Idaho having agreements with other agencies, similar to its agreement with ITD for dedicated service.

There was discussion regarding customer service to agencies by Access Idaho.

The success of the **Attorney General's No Call List** was also discussed.

ADJOURNMENT

As there was no new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 2:35 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, November 15, 2001 from 1:30 - 3:00 p.m. in Conference Room 155, LBJ Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant